



Revision number: 2

Purchasing Agent: BRENDA VELDEVERE (801) 538-3142 or [bveldevere@utah.gov](mailto:bveldevere@utah.gov)

**ITEM:** **CANON DIGITAL COPIER MAINTENANCE AND CONSUMABLE SUPPLIES**

**VENDOR:** 35964B

IKON OFFICE SOLUTIONS  
10713 SOUTH JORDAN GATEWAY, SUITE 200  
SOUTH JORDAN UT 84095

**INTERNET ADDRESS:**

[www.IKON.com](http://www.IKON.com)

**TELEPHONE:**

(801) 619.3064

**FAX NUMBER:**

(801) 619.3084

**CONTACT:**

JOHN SPENCER

**EMAIL:**

[jdspencer@ikon.com](mailto:jdspencer@ikon.com)

**BRAND/TRADE NAME:**

CANON & HEWLETT-PACKARD

**PRICE:**

SEE ATTACHED PRICE LIST

**TERMS:**

NET 30

**EFFECTIVE DATES:**

04/21/2003 THROUGH 04/20/2005

**DAYS REQUIRED FOR DELIVERY:**

3-10 BUSINESS DAYS ARO

**MINIMUM ORDER:**

ONE UNIT

**OTHER CONDITIONS:**

CONTRACT PERIOD IS FOR TWO YEARS, WITH THREE ONE-YEAR OPTIONS TO RENEW AFTER 04/20/2005.

**ORIGINATING SOLICITATION:**

BV3905 OPENED 03/04/2003 AT 2:00 P.M.

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**REVISION #2:**

**PLEASE NOTE NEW CONTACT PERSON.**

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CANON imageRUNNER 1310	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0087
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 1600/2000	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0087
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 2200/2800	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0080
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 3300	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0071
Additional cost if service and supplies are required in location 30 miles	\$0.0020



outside of local IKON Office Solutions service area.

CANON imageRUNNER 3300i	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0071
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 400s	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0071
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 5000	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0065
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 5020i	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0065



Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020
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CANON imageRUNNER 6000	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0065
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 7200	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0061
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

CANON imageRUNNER 8500	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	
All copies	\$ 0.0061
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

Hewlett-Packard Laserjet 9000mfp	
Service and Supplies	Statewide Contract PD-1642
Includes all parts, labor, drums and toner (excluding staples and paper)	



All copies	\$ 0.0067
Additional cost if service and supplies are required in location 30 miles outside of local IKON Office Solutions service area.	\$0.0020

John Spencer  
Major Account Executive  
(801) 619-3064

**MAINTENANCE AND SUPPLIES:**

- All maintenance must be performed by factory certified personnel. Equipment must be maintained to manufacturer's specifications.
- Maintenance is to include labor, toner, developer, OEM parts, Photo-receptor (drum) or master units and all consumables except staples and paper.
- Contractor is required to do periodic or preventive maintenance as specified by the manufacturer's guidelines. Contractor is also required to perform an un-scheduled basic service and cleaning on all copiers that have not received a service call within the last six months.
- All copier supplies provided must be OEM supplies.

**SERVICE RESPONSE TIME:**

- For Utah, Salt Lake, Davis, Weber, Cache, Summit and Wasatch counties, the contractor is to adhere to a four-hour maximum response time on inoperable copiers and a six-hour maximum response time on operable calls. (Copy quality problems may render a copier inoperable based on the customer's needs.)
- Service response time to out lying regions and counties is no more than 8 hours on all service calls.
- The servicing technician will be required to call the customer within one-half hour upon receipt of the service call and give the customer an estimated arrival time for service.

**COPIER LOANER**

- In the event that any copier requires more than two days down time, the contractor is to provide a loaner immediately upon request from the requesting agency.

**COPIER PERFORMANCE:**

- Before contract renewal, contractor must submit to the State Purchasing Office, a spread sheet report containing all state copier service histories listing the quantity of calls, response times, copies between calls, and monthly volume for each copier purchased from contract.

**CUSTOMER REQUEST FOR SERVICE HISTORIES:**

- When requested, a complete and comprehensive service printout is to be provided by the contractor at no charge to the requesting state entity within five working days. This service history report must include: an outline of all service calls, response times, failures, copies between service calls and monthly copy volume.



STATE OF UTAH CONTRACT NUMBER: **PD1642** December 13, 2004

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**AVAILABLE SERVICE AND PARTS GUARANTEE:**

- **Five Year Service**  
Contractor is to guaranty available factory trained OEM service for five years from date of purchase.
- **Seven Year Parts and Supplies**  
Contractor is to guaranty available OEM parts and supplies for seven years from date of purchase.

NON CONTRACT SERVICE AND SERVICE TRAINING INFO	
After hour service charge.	\$ 225.00 per hour.
Hourly labor rates beyond covered contract costs.	\$ 0.00 per hour.
Service training cost for government entities wanting to provide their own service.	\$ 0.00
Service training manuals.	N/A
Parts lists and pricing.	\$ 65.00 PER PARTS MANUAL; COST PLUS 10% ON PARTS.

FINET COMMODITY CODE(S):  
93927000000 - COPY MACHINE MAINTENANCE & REPAIR

This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor (creating a PG in Finet) and make payments for the same on a PV referencing the original PG. Agencies will return to the vendor any invoice which reflects incorrect pricing.



All copier pricing is F.O.B. destination with installation, training and initial "start up" supplies included (no separate charges).

Trade-in values for your existing copier(s) are to be negotiated on a case-by-case basis.

Relocation fees are variable and will be quoted on a case-by-case basis.

Contractor has demo models in their showroom.

**FOR CANON AND HEWLETT-PACKARD MAINTENANCE AND SUPPLIES, PLEASE SEE STATE OF UTAH CONTRACT PD1642**

FINET COMMODITY CODE(S):

- 60038000000 - COPYING MACHINES BOND PAPER (PLAIN) INCLUDING PARTS & ACCESSORIES
- 60040000000 - COPY MACHINES COATED OR TREATED PAPER TYPE INCLUDING PARTS AND ACCESSORIES
- 60042000000 - COPY MACHINES, LASER, INCLUDING PARTS & ACCESSORIES
- 60045000000 - COPY MACHINES, THERMAL TYPE INCLUDING PARTS & ACCESSORIES
- 60047000000 - COPY MACHINE ADD-ON ACCESSORIES
- 65550000000 - COPYING EQUIPMENT, INCLUDING SLIDE DUPLICATORS)
- 93927000000 - COPY MACHINE MAINTENANCE & REPAIR
- 98526000000 - COPY MACHINES (INCLUDING COST PER COPY TYPE LEASES) RENTAL OR LEASE

THIS CONTRACT COVERS ONLY THOSE ITEMS LISTED IN THE PRICE SCHEDULE. IT IS THE RESPONSIBILITY OF THE AGENCY TO ENSURE THAT OTHER ITEMS PURCHASED ARE INVOICED SEPARATELY. STATE AGENCIES WILL PLACE ORDERS DIRECTLY WITH THE VENDOR (CREATING A PG IN FINET) AND MAKE PAYMENTS FOR THE SAME ON A PV REFERENCING THE ORIGINAL PG. AGENCIES WILL RETURN TO THE VENDOR ANY INVOICE WHICH REFLECTS INCORRECT PRICING.

CONTRACT REVISION HISTORY:

**REVISION #1: MODELS HAVE BEEN UPDATED APRIL 2004. PLEASE NOTE NEW CONTACT PERSON.**

**REVISION #2: PLEASE NOTE NEW CONTACT PERSON.**